

County of San Diego, Health and Human Services Agency (HHSA) Eligibility Policy

Text Messaging Service

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Issue date:

2/3/15

Effective date:

2/3/15

Background:

HHSA has implemented a text messaging service by which customers can receive text or voice message reminders on their cell phones when required verifications have not been received (SAR7 or CW7) and their case is at risk of closing. This may be expanded to add other components in the future, including RRR, scheduled appointments, etc.

Policy:

Text messaging is an optional service provided to our customers. Customers will continue to receive notices by mail and/or electronically. The purpose is support uninterrupted issuance of benefits while reducing the number of restorations/reapplications. HSS staff are to inform customers of this service during face-to-face interactions or when other contact is made.

Procedure:

A Text Messaging Agreement will be provided to customers via mass mailing, SAR7, intake and renewal packets. Shelf stock is also available in English and Spanish. Customers agreeing to texting service will sign the agreement and staff will make the CalWIN entries noted in How To #191.

Impacts:

CalWORKs
CalFresh
Medi-Cal
County Medical Services
General Relief
Cash Assistance Program for Immigrants

References:

[16-157 HHSA Text Messaging Service Agreement](#)
[How To #191 Process the Text Messaging Service Agreement](#)

Sunset Date:

This policy will be reviewed for continuance by 1/28/2016

Approval for release:

A handwritten signature in blue ink, appearing to read 'Rick Wanne, 2-3-15'.

Rick Wanne, Director
Eligibility Operations